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TRANSMITTAL FORM			
(to be used for all correspondence during pendency of filed application)			
Total Number of Pages in This Submission	6**	Application Number	09/782,677
		Filing Date	February 12, 2001
		First Named Inventor	Mark C. Pace, et al.
		Group Art Unit Number	3711
		Examiner Name	Eric T. Shaffer
		Attorney Docket Number	19538-05784

ENCLOSURES (check all that apply)	
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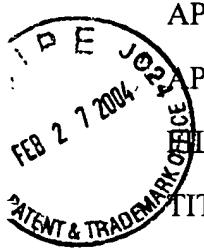
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Attorney/Reg. No.:	Robert A. Hulse, Reg. No. 48,473
Dated: Feb. 23, 2004	

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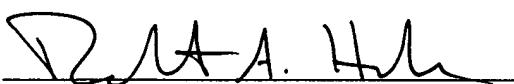
APPLICANT: Mark C. Pace, et al.
APPLICATION NO.: 09/782,677
FILING DATE: February 12, 2001
TITLE: Automated Service Scheduling System Based on Customer Value
EXAMINER: Eric T. Shaffer
GROUP ART UNIT: 3711
ATTY. DKT. NO.: 19538-05784

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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT
Under 37 CFR §§ 1.56 and 1.97-98

GROUP 3600

SIR:

Pursuant to the provisions of 37 CFR §§ 1.56 and 1.97-98, enclosed herewith is modified form PTO/SB/08A listing references for consideration by the Examiner. Enclosed is a copy of each listed reference that may be material to the examination of this application, and for which there may be a duty to disclose.

The filing of this Supplemental Information Disclosure Statement shall not be construed as a representation regarding the completeness of the list of references, or that inclusion of a reference in this list is an admission that it is prior art or is pertinent to this application, or that a search has been made, or as an admission that the information listed is, or may be considered to be, material to patentability, or that no other material information exists, and shall not be construed as an admission against interest in any manner.

This Supplemental Information Disclosure Statement is being filed:

within three months of the filing date of the application, or date of entry into the national stage of an international application, or before the mailing date of a first office action on the merits, whichever event last occurred;

- before the mailing of a first official action after the filing of a request for continued examination (RCE) under 37 CFR § 1.114;
- after three months of the filing date of this national application or the date of entry of the national stage in an international application, or after the mailing date of the first official action on the merits, whichever event last occurred, but before the mailing date of the first to occur of either: (1) a final action under 37 CFR § 1.113; or (2) an action that otherwise closes prosecution in the application, and:
 - attached hereto is the fee set forth under 37 CFR § 1.17(p) for submission of this Information Disclosure Statement under 37 CFR § 1.97(c); OR
 - Applicant certifies pursuant to 37 CFR § 1.97(e) that:
 - each item of information contained in this Information Disclosure Statement was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; OR
 - no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to the knowledge of the person signing this certification after making reasonable inquiry, no item of information contained in this Statement was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement;
 - on or before the payment of the issue fee but after the mailing date of the first to occur of either: (1) a final action under 37 CFR § 1.113; (2) a notice of allowance under 37 CFR § 1.311; or (3) an action that otherwise closes prosecution in the application, and:
 - Applicant certifies pursuant to 37 CFR § 1.97(e) that:
 - each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; or
 - no item of information contained in this Information Disclosure Statement was cited in a communication from a

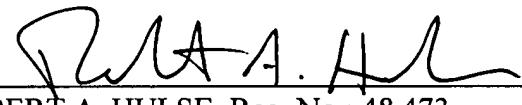
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foreign patent office in a counterpart foreign application and, to the knowledge of the person signing this certification after making reasonable inquiry, no item of information contained in this Statement was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement; AND

- attached hereto is the fee set forth under 37 CFR §1.17(p) for submission of this Information Disclosure Statement under 37 CFR. § 1.97(c); OR
- after the payment of the issue fee. Applicant requests that the information contained in this Information Disclosure Statement be placed in the file according to 37 CFR § 1.97(i), although the information may not be considered by the USPTO.
- This application relies, under 35 U.S.C. § 120, on the earlier filing date of prior application No. APPLICATION NO., filed on DATE FILED, and the references cited therein are hereby referenced, but are not required to be provided in this application under 37 CFR § 1.98(d).
- Each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart application, and the communication was not received by any individual designated in 37 CFR § 1.56(c) more than thirty days prior to the filing of this Information Disclosure Statement. 37 CFR § 1.704(d).
- Applicant submits that no fee is required for the consideration of this Supplemental Information Disclosure Statement. Consideration of the listed references and favorable action are solicited.

Respectfully submitted,
MARK C. PACE ET AL.

Dated: Feb. 23, 2004

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PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

		Complete if Known	
Application No.	09/782,677		
Filing Date	February 12, 2001		
First Named Inventor	Mark C. Pace et al.		
Art Unit	3711		
Examiner Name	Eric T. Shaffer		
Sheet	1	of	1
		Attorney Docket Number	19538-05784

U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Number – Kind Code ² (if known)	Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
	A13	US-5,611,730	03-18-1997	Weiss
	A14	US-5,844,808	12-01-1998	Konsomo et al.
	A15	US-5,006,983	04-09-1991	Wayne et al.
		US-		

FOREIGN PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Country Code ³ – Number ⁴ Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
	B5	WO 00/41104	07-13-2000	Gaon, Yair

OTHER REFERENCES – NON-PATENT LITERATURE DOCUMENTS				
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published		T ⁶
	C2	European Search Report/EP 01 30 9350.		
	C3	GARWOOD G.J. et al., "Work Management System," British Telecommunications Engineering, London, GB, Vol. 10, No. 3, October 1, 1991, p. 204-210.		
	C4	LESAINT D., et al., "Dynamic Workforce Scheduling For British Telecommunications PLC," Interfaces, Institute of Management Sciences, Providence, US, Vol. 30, No. 1 January 2000, p. 45-56.		

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Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609.

Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.